ARUP LABORATORIES

eExcept™
Exception Handling

ARUP Connect™

User Manual

April 2015

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eExcept Exception Handling on ARUP Connect User Manual
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500 Chipeta Way, Salt Lake City, Utah 84108
April 2015 Ver. 3.6
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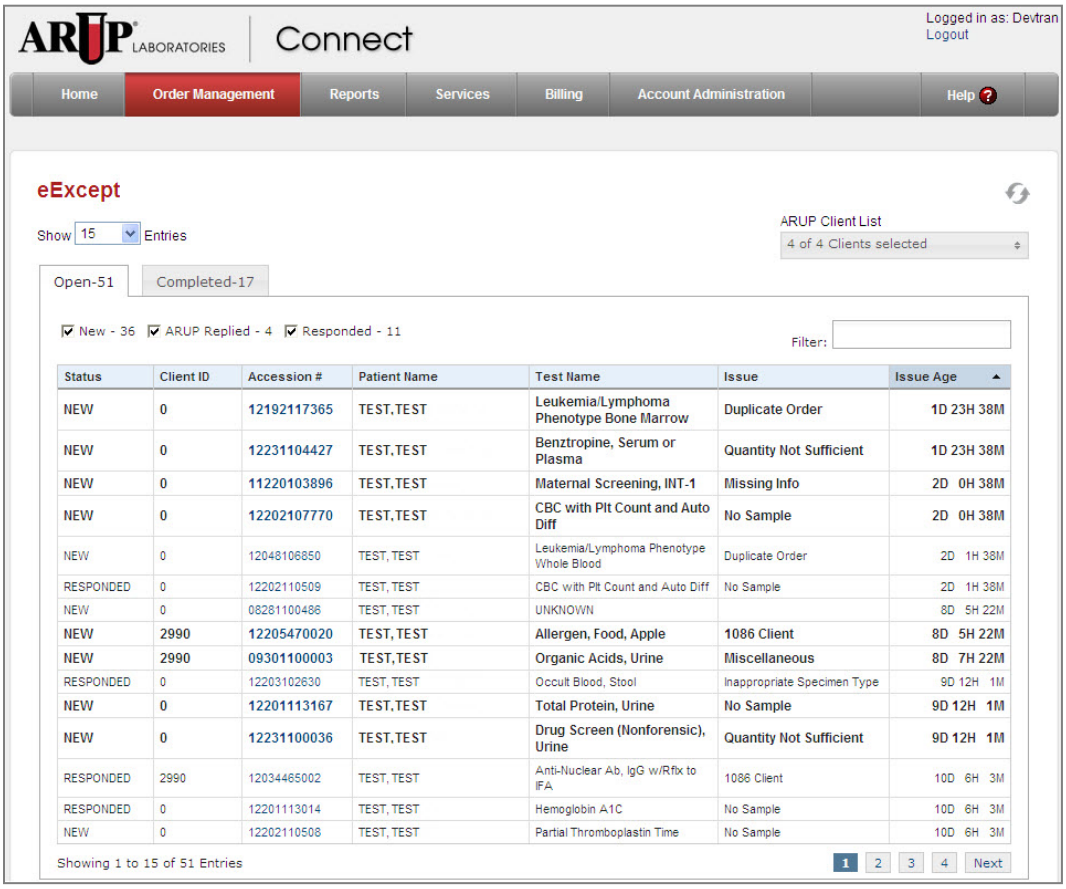
Introduction

The eExcept™ Exception Handling application allows you to monitor and manage exceptions for specimens sent to ARUP. Here you will:

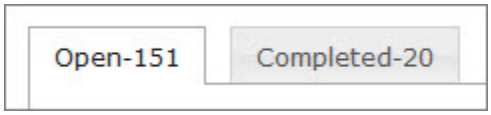
- Receive notifications of new exceptions
- Send responses to ARUP
- Receive further information and instructions from ARUP
- Review resolved issues

To access eExcept, log in to ARUP Connect and select eExcept from the **Order Management** tab. The following is an example of the main screen.


ARUP LABORATORIES
Connect
Logged in as: Devtran
Logout
Home
Order Management
Reports
Services
Billing
Account Administration
Help
eExcept
Show 15 Entries
ARUP Client List
4 of 4 Clients selected
Open-51
Completed-17
New - 36
ARUP Replied - 4
Responded - 11
Filter:
Status | Client ID | Accession # | Patient Name | Test Name | Issue | Issue Age
NEW | 0 | 12192117365 | TEST,TEST | Leukemia/Lymphoma Phenotype Bone Marrow | Duplicate Order | 1D 23H 38M
NEW | 0 | 12231104427 | TEST,TEST | Benztropine, Serum or Plasma | Quantity Not Sufficient | 1D 23H 38M
NEW | 0 | 11220103896 | TEST,TEST | Maternal Screening, INT-1 | Missing Info | 2D 0H 38M
NEW | 0 | 12202107770 | TEST,TEST | CBC with Plt Count and Auto Diff | No Sample | 2D 0H 38M
NEW | 0 | 12048106850 | TEST, TEST | Leukemia/Lymphoma Phenotype Whole Blood | Duplicate Order | 2D 1H 38M
RESPONDED | 0 | 12202110509 | TEST, TEST | CBC with Plt Count and Auto Diff | No Sample | 2D 1H 38M
NEW | 0 | 08281100486 | TEST, TEST | UNKNOWN | | 8D 5H 22M
NEW | 2990 | 12205470020 | TEST, TEST | Allergen, Food, Apple | 1086 Client | 8D 5H 22M
NEW | 2990 | 09301100003 | TEST,TEST | Organic Acids, Urine | Miscellaneous | 8D 7H 22M
RESPONDED | 0 | 12203102630 | TEST, TEST | Occult Blood, Stool | Inappropriate Specimen Type | 9D 12H 1M
NEW | 0 | 12201113167 | TEST,TEST | Total Protein, Urine | No Sample | 9D 12H 1M
NEW | 0 | 12231100036 | TEST,TEST | Drug Screen (Nonforensic), Urine | Quantity Not Sufficient | 9D 12H 1M
RESPONDED | 2990 | 12034465002 | TEST, TEST | Anti-Nuclear Ab, IgG w/Rflx to IFA | 1086 Client | 10D 6H 3M
RESPONDED | 0 | 12201113014 | TEST, TEST | Hemoglobin A1C | No Sample | 10D 6H 3M
NEW | 0 | 12202110508 | TEST, TEST | Partial Thromboplastin Time | No Sample | 10D 6H 3M
Showing 1 to 15 of 51 Entries
1 2 3 4 Next

General Information

Tabs at the top of the grid show the total number of **Open** exceptions and the total number of **Completed** exceptions. You can click on either tab to see the list of open or completed exceptions. Exceptions will display in these tabs for 90 days.



Open Tab

Click the Open tab to view a list of exceptions that have not yet been resolved. Select from this list to review information and respond as needed on individual exceptions. As long as an exception remains in this list, it is not considered completed. Exceptions listed on this tab will have one of the following statuses:

- **New**. New Excepts from ARUP. Bold text indicates items that you have not yet viewed. Plain text indicates items you have viewed but have not yet entered a response to.
- **Responded**. Excepts to which you have responded and are awaiting a reply from ARUP.
- **ARUP Replied**. Excepts that have a reply from ARUP. You should review the reply and respond further, if needed. Note that an exception can have multiple messages between you and ARUP before it is resolved.

Completed Tab

Click the Completed tab to view resolved exceptions. These records have the status of **Complete** and require no further action.

Note that even though you send a suggested resolution to ARUP, an exception will not have the status of Complete until ARUP has reviewed the exception and has assigned the final resolution.

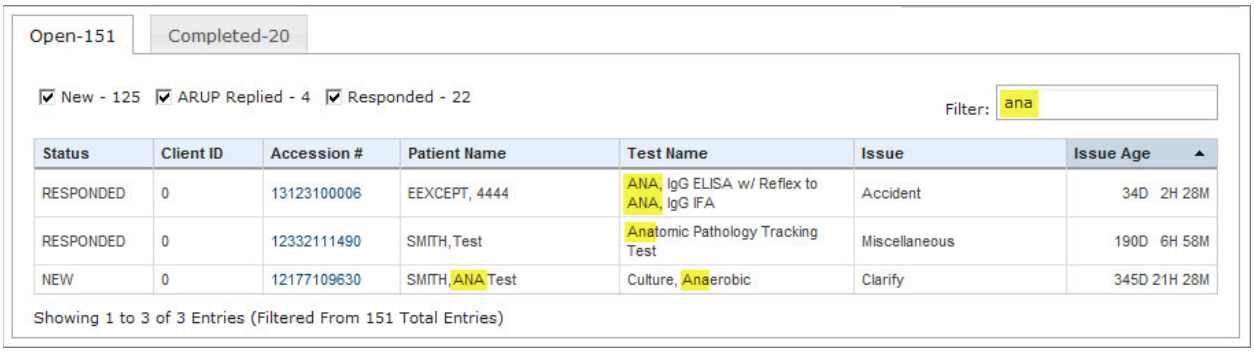
View Options

Filter

Use the **Filter** option to narrow the results of the table. You may filter by any of the criteria displayed in the table except for Issue Age.

1. Enter the filter criteria.
2. As you type, the filter will start to display exceptions that match the text that you are entering.

Note: The list will display only results containing the EXACT text that you entered into the field.


Open-151
Completed-20
New - 125
ARUP Replied - 4
Responded - 22
Filter: ana
Status
Client ID
Accession #
Patient Name
Test Name
Issue
Issue Age
RESPONDED 0 13123100006 EEXCEPT, 4444 ANA, IgG ELISA w/ Reflex to ANA, IgG IFA Accident 34D 2H 28M
RESPONDED 0 12332111490 SMITH, Test Anatomic Pathology Tracking Test Miscellaneous 190D 6H 58M
NEW 0 12177109630 SMITH, ANA Test Culture, Anaerobic Clarify 345D 21H 28M
Showing 1 to 3 of 3 Entries (Filtered From 151 Total Entries)

Filter by Status

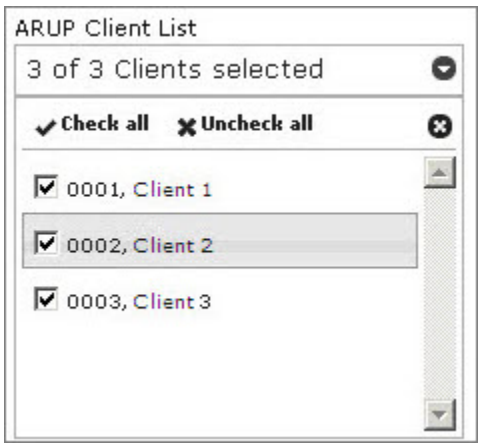
By default all exceptions are displayed. To filter the display by status, activate/deactivate to include/not include the status in your search results. This option is on the Open tab only.

The following exceptions are displayed when the check box is marked.

- **New**. All new exceptions are displayed (bolded text indicates exceptions not yet viewed).
- **ARUP Replied**. Excepts that have a reply from ARUP.
- **Responded**. Excepts you've responded to and are awaiting a reply from ARUP.

ARUP Client List

The **ARUP Client List** drop-down list shows all the client IDs and names you are authorized for. Clients that are selected here are included in your results.



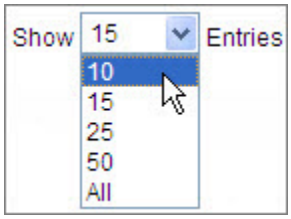
To edit which clients are included in your results:

1. Click the **ARUP Client List** drop-down list.
   A list of client ID and names is displayed. All client numbers are checked by default.
2. Activate/deactivate the check boxes to include/not include Client IDs in the search results.
   Search results are automatically updated.
3. Click or click outside of the field to exit the **ARUP Client List** drop-down.

Note: To deactivate all Client IDs click . To activate all Client IDs click .

Show Entries

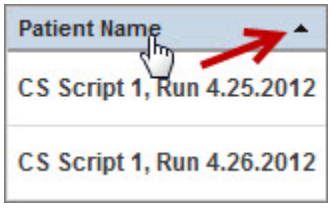
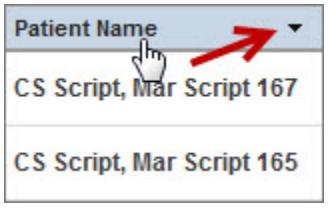
Use this field to specify the number of results per page shown on the screen.



1. Click the Show Entries drop-down menu.
2. Choose to show 10, 15, 25, 50, or All results on the page. The results are automatically updated once you select an entry number.

Sort

To sort the table, click on a column heading. Click the column heading once to sort in ascending order. Click again to sort in descending order.

	The arrow indicates that the column is sorted in ascending order.
	The arrow indicates the column is sorted in descending order.

Navigation

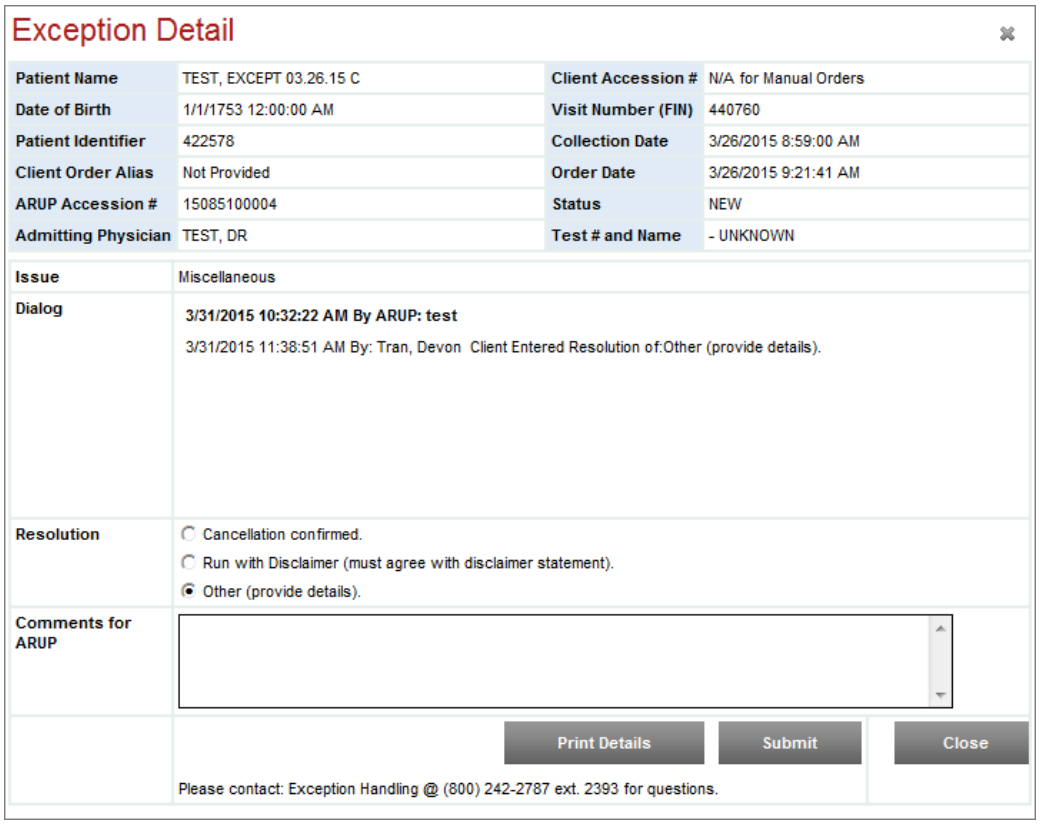
Click on the page symbols at the bottom of the table to view more pages of results.

Refresh

Click to refresh the screen with the latest excepts.

Exception Detail Window

When you click the **Accession #** link for an exception, the Exception Detail window opens and displays current information for that exception.



Note that only one user may work on any given except at a time. Multiple users may view the Exception Detail window for the same except simultaneously, but only one user will be able to save changes. Any user that has opened the Exception Detail window for an except that is currently being worked on will have a message appear indicating that the except is being worked on by another user.

Respond to an Except

1. Review the patient details at the top of the window and the Issue.
2. Review the messages in the Dialog box.

3. Select a suggested Resolution for this exception from the available options provided.
4. Enter comments in the Comments for ARUP field (optional).
5. If applicable, print the form sent by ARUP.
6. Click **Submit**. A confirmation message or if applicable, a resolution acceptance message is displayed.
7. Click **OK** to agree to the terms of the resolution and send your response to ARUP for review and action.
   Click **Cancel** to return to the Exception Detail window to edit your response.

You may receive further messages from ARUP for this exception. In that case the exception will have a status of **ARUP Replied**. Continue responding as needed until the issue is resolved. Once ARUP marks the status as **Complete**, no further action is required from you.

Exception Detail Fields

Patient Details	This is provided and cannot be edited. Patient details include: Patient Name, Date of Birth, Patient Identifier, Client Order Alias, ARUP Accession #, Admitting Physician, Client Accession #, Visit Number (FIN), Collection Date, Order Date, Status, and Test # and Name.
Issue	The issue is specified by ARUP and may not be changed by the client.
Dialog	This box shows messages between the client and ARUP. Messages from ARUP are shown in bold text. Note that an except may sometimes require multiple messages between the client and ARUP before it is resolved.
Resolution	See Resolution Options for full details.
Comments for ARUP	(Optional) In the Comments for ARUP enter your response message to ARUP, providing additional information and asking any questions you may have. The system will automatically add the date, time, and client user full name (first and last) when you submit the message.

Print ASF Form OR Print RNC Form	You will see a Print Form button whenever ARUP has sent a form to you for an additional sample (ASF) or a sample that needs to be resubmitted (RNC). See Print Forms for complete instructions on printing a form sent to you by ARUP.
Print Details	Click to print a hard copy form of the exception details currently displayed. See Print Details Form for more information.
Print Resolution	Click to download the form and print a hard copy of the exception resolution record currently displayed. See Print Resolution Form for more information. **Note**: This option is only available for completed exceptions.
Close	Click to close the exception detail screen without saving. You may also close the screen by clicking in the top right-hand corner, or by clicking anywhere outside of the detail screen.

If you have any questions or need assistance with the exception, contact ARUP Exception Handling at the number shown at the bottom of the Exception Detail window.

Resolution Options

The resolutions available for your selection depend upon the issue specified for that order.

The table below lists some specific issues and possible resolutions you might select. If any of the following resolution option(s) are chosen, a resolution acceptance message will be displayed when you click **Submit**.

- Click **OK** to confirm that you understand and agree with the statement in the message.
  The message is inserted into the **Dialog** field for future reference.

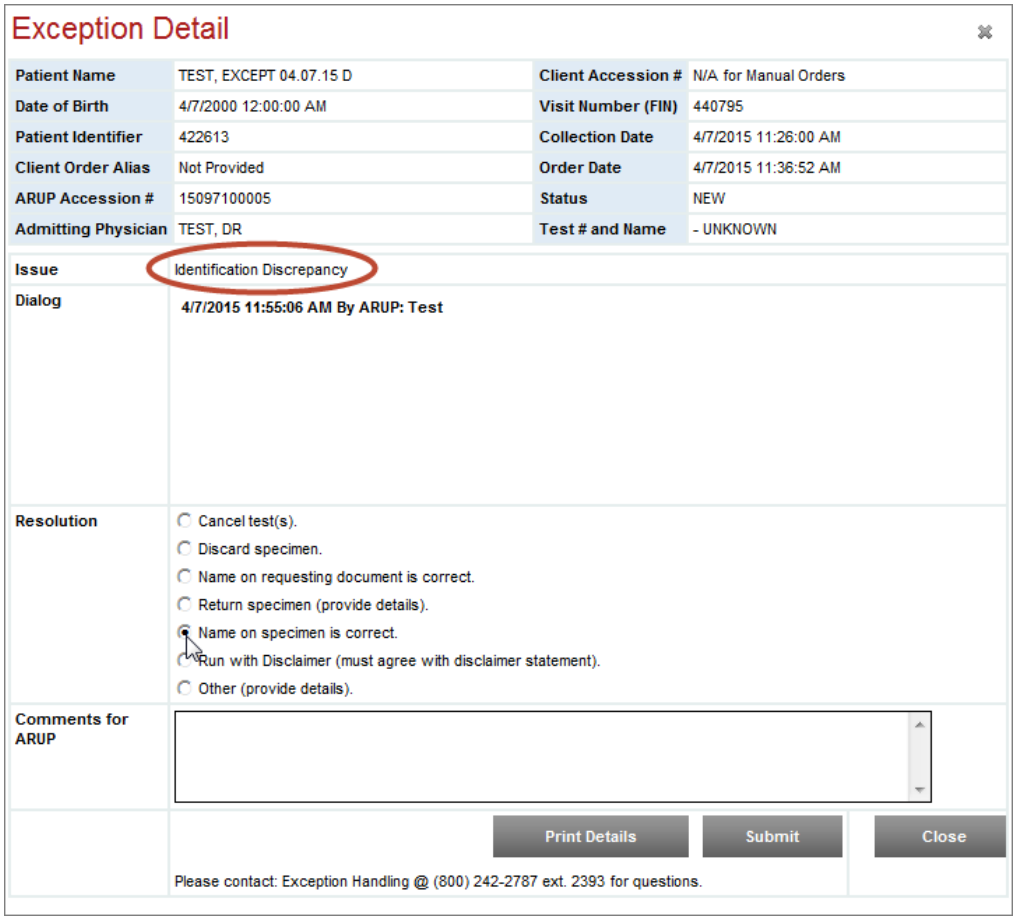
- Click **Cancel** if you do not agree with the statement.
  If you choose **Cancel**, you will need to either select a different resolution or leave the resolution blank.

If the resolution you selected refers to a test order/test name or requires other details, you must be sure to enter that information in the **Comments to ARUP** field.

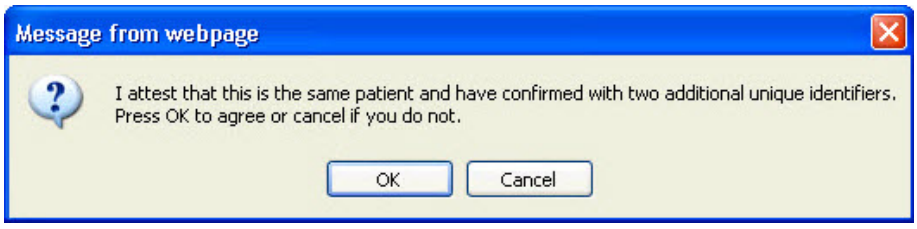
Issue	Resolution Option(s)	Acceptance Terms
Identification Discrepancy	Name on requesting document is correct; or, Name on specimen is correct.	I attest that this is the same patient and have confirmed with two additional unique identifiers.
Test Not Available	Order test code/test name (provide test details).	I attest that the test code and test name provided are correct.
Do here?	Perform testing at ARUP. Order test code/test name (provide test details).	I attest that the test code and test name provided are correct.
WOE (without electronic order or paperwork)	This is our patient. Please order testing manually (provide order details).	I attest that the test code and test name provided are correct.
WOF (without footnote' unable to determine test from paperwork)	Order test code/test name (provide test details).	I attest that the test code and test name provided are correct.
Extra Specimen Submitted	Order test code/test name (provide test details).	I attest that the test code and test name provided are correct.
No Test Marked/Noted	Order test code/test name (provide test details).	I attest that the test code and test name provided are correct.
Various issues	Run with Disclaimer (This option is only available when specified by ARUP for a specific order).	I understand and approve that testing will be performed on a sub-optimal specimen and a disclaimer will be applied to the test results. Test results should be interpreted with caution.

Example

The following is an example of an issue and a selected resolution:



With this particular issue, if you choose **Name on requesting document is correct** or **Name on specimen is correct**, when you click **Submit**, the following message is displayed.


Message from webpage
I attest that this is the same patient and have confirmed with two additional unique identifiers.
Press OK to agree or cancel if you do not.
OK
Cancel

Click **OK** to confirm agreement with the message. Click **Cancel** if you do not agree. If you do not agree, then choose a different resolution or enter more explanation in the Comments to ARUP. When you click **OK** the message is inserted into the **Dialog** field.

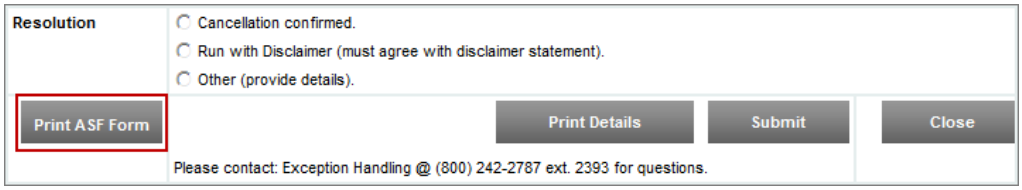
Note: Be sure to supply the additional information required with each resolution option you select.

Print Forms Sent From ARUP

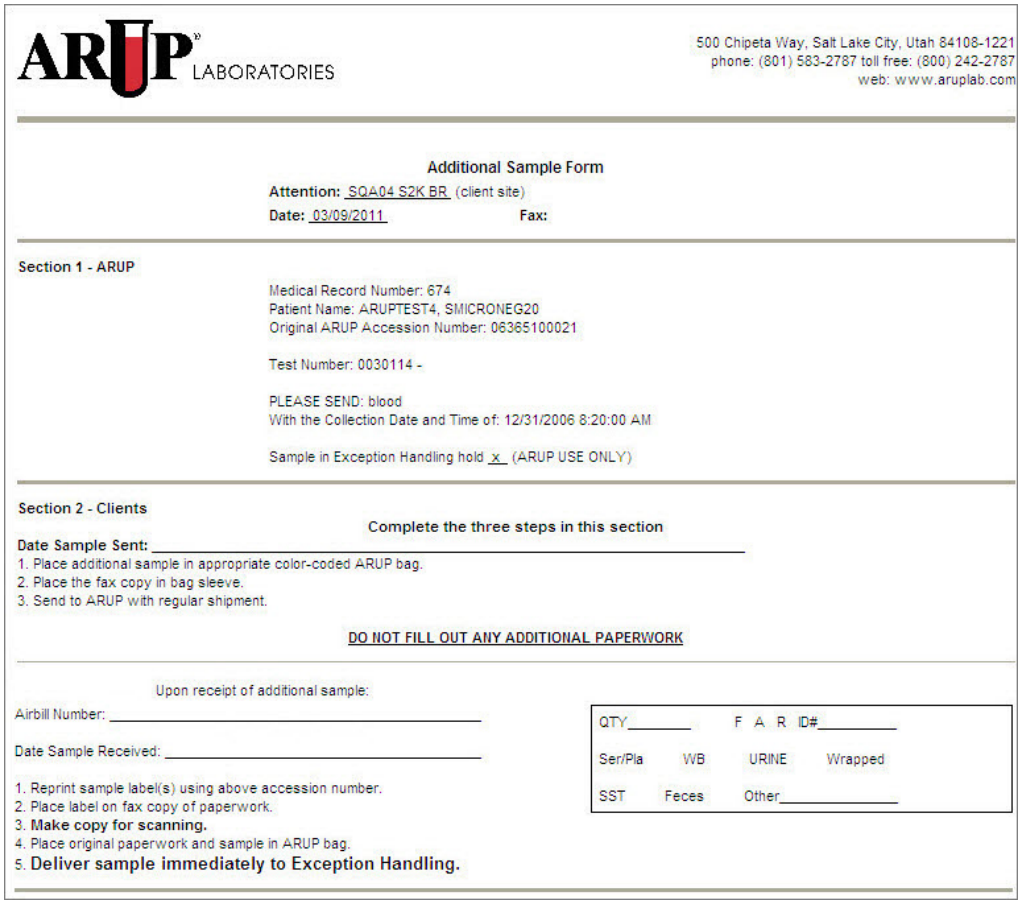
You will see a **Print Form** button whenever ARUP has sent a form to you for an additional sample or a sample that needs to be resubmitted. The **Print Form** button on the Exception Detail window allows you to print a form for either an additional sample (ASF Form) or a resubmit no charge (RNC Form). Print the form and follow the instructions on the printed form.

ASF Form

When an additional sample is requested, you will see the **Print ASF Form** button in the Exception Detail window.



Click **Print ASF Form** to print the form. This except will remain on the active list until the additional sample has been received by ARUP along with the form.



ARUP LABORATORIES

500 Chipeta Way, Salt Lake City, Utah 84108-1221
phone: (801) 583-2787 toll free: (800) 242-2787
web: www.aruplab.com

Additional Sample Form

Attention: SQA04 S2K BR (client site)
Date: 03/09/2011 **Fax:**

Section 1 - ARUP

Medical Record Number: 674
Patient Name: ARUPTEST4, SMICRONEG20
Original ARUP Accession Number: 06365100021

Test Number: 0030114 -

PLEASE SEND: blood
With the Collection Date and Time of: 12/31/2006 8:20:00 AM

Sample in Exception Handling hold x (ARUP USE ONLY)

Section 2 - Clients

Complete the three steps in this section

Date Sample Sent: _____

1. Place additional sample in appropriate color-coded ARUP bag.
2. Place the fax copy in bag sleeve.
3. Send to ARUP with regular shipment.

DO NOT FILL OUT ANY ADDITIONAL PAPERWORK

Upon receipt of additional sample:

Airbill Number: _____

Date Sample Received: _____

1. Reprint sample label(s) using above accession number.
2. Place label on fax copy of paperwork.
3. **Make copy for scanning.**
4. Place original paperwork and sample in ARUP bag.
5. **Deliver sample immediately to Exception Handling.**

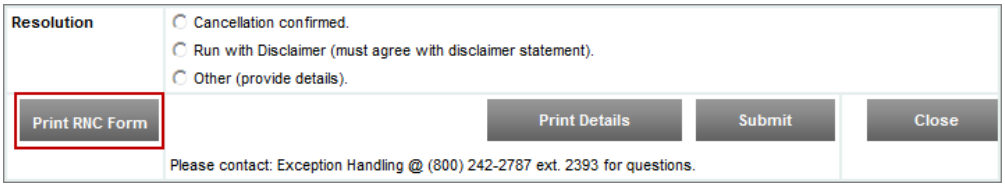
QTY_____ F A R ID#_____

Ser/Pla WB URINE Wrapped

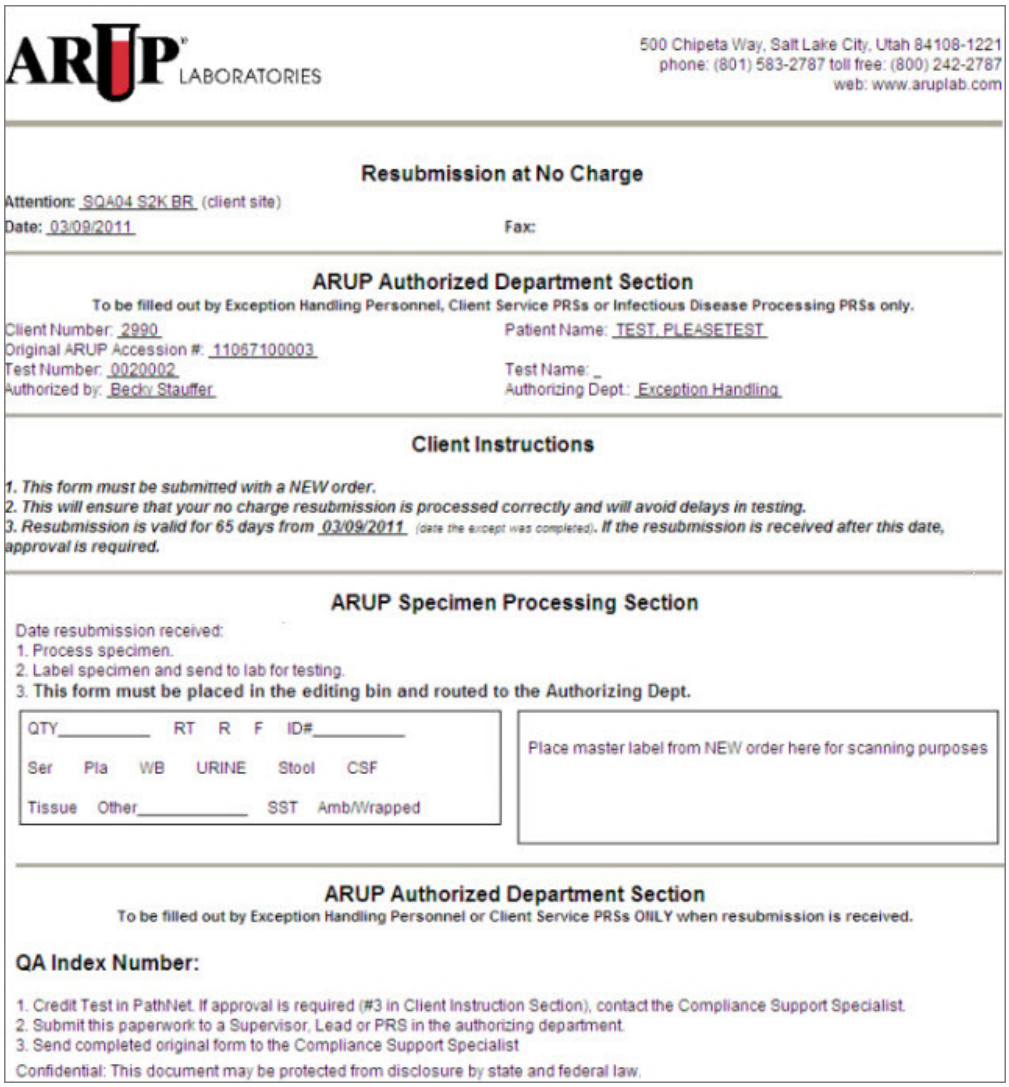
SST Feces Other_____

RNC Form

When there is a resubmit no charge on a specimen, you will see a **Print RNC Form** button in the Exception Detail window.



Click **Print RNC Form** to print the form. Once you have printed this form, this except will move to the completed list. You will need to complete the form and submit the new specimen within the time specified.



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500 Chipeta Way, Salt Lake City, Utah 84108-1221
phone: (801) 583-2787 toll free: (800) 242-2787
web: www.aruplab.com

Resubmission at No Charge

Attention: SQA04 S2K BR (client site)
Date: 03/09/2011 Fax:

ARUP Authorized Department Section

To be filled out by Exception Handling Personnel, Client Service PRSs or Infectious Disease Processing PRSs only.

Client Number: 2990
Original ARUP Accession #: 11067100003
Test Number: 0020002
Authorized by: Becky Stauffer
Patient Name: TEST, PLEASETEST
Test Name: _
Authorizing Dept.: Exception Handling

Client Instructions

1. This form must be submitted with a NEW order.
2. This will ensure that your no charge resubmission is processed correctly and will avoid delays in testing.
3. Resubmission is valid for 65 days from 03/09/2011 (date the except was completed). If the resubmission is received after this date, approval is required.

ARUP Specimen Processing Section

Date resubmission received:
1. Process specimen.
2. Label specimen and send to lab for testing.
3. **This form must be placed in the editing bin and routed to the Authorizing Dept.**

QTY_____ RT R F ID#_____
Ser Pla WB URINE Stool CSF
Tissue Other_____ SST Amb/Wrapped

Place master label from NEW order here for scanning purposes

ARUP Authorized Department Section

To be filled out by Exception Handling Personnel or Client Service PRSs ONLY when resubmission is received.

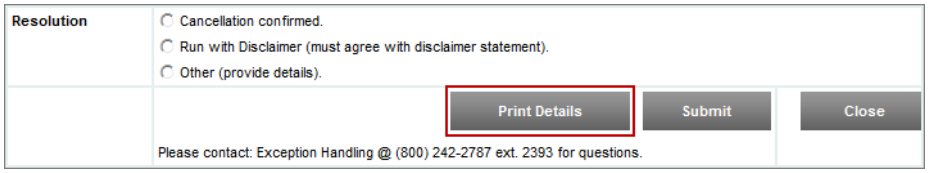
QA Index Number:

1. Credit Test in PathNet. If approval is required (#3 in Client Instruction Section), contact the Compliance Support Specialist.
2. Submit this paperwork to a Supervisor, Lead or PRS in the authorizing department.
3. Send completed original form to the Compliance Support Specialist

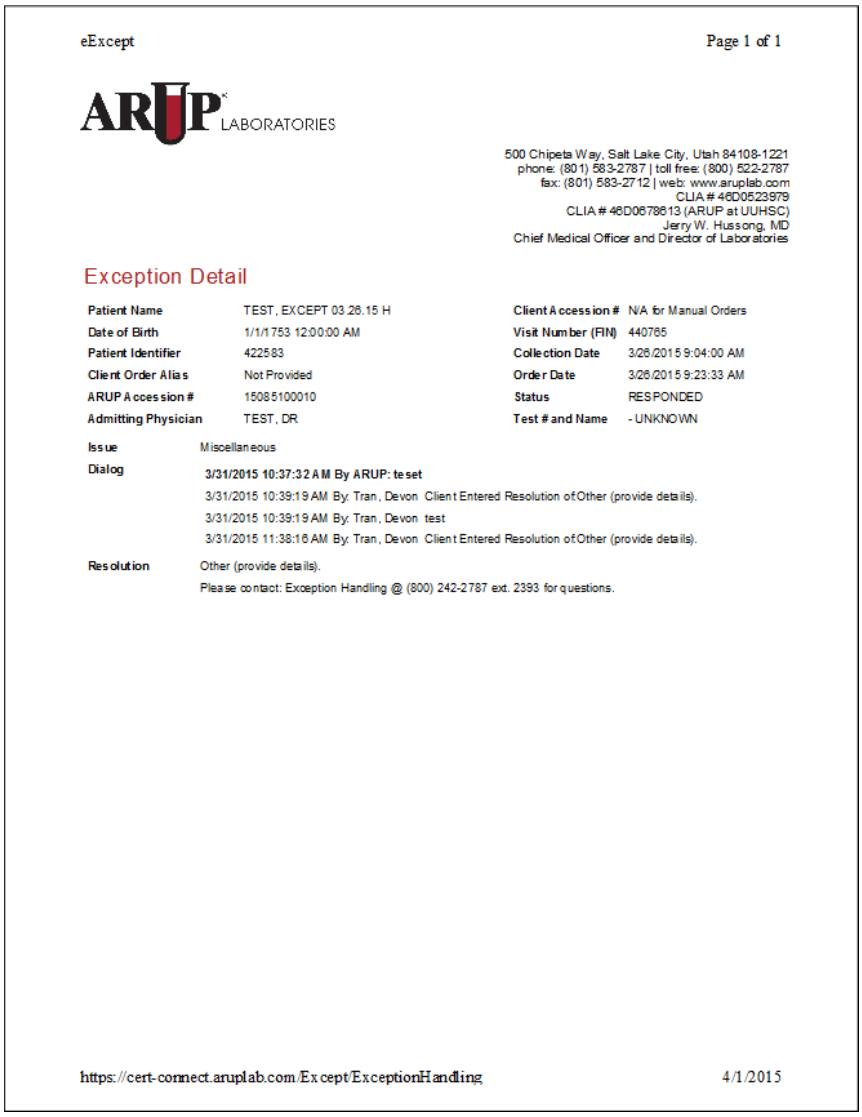
Confidential: This document may be protected from disclosure by state and federal law.

Print Details Form

The **Print Details** button allows you to print a hard copy of the exception details that are currently displayed.



Click the **Print Details** button to print the current exception. The Print dialog box opens. Click **Print**, or **Cancel** to cancel the print job.

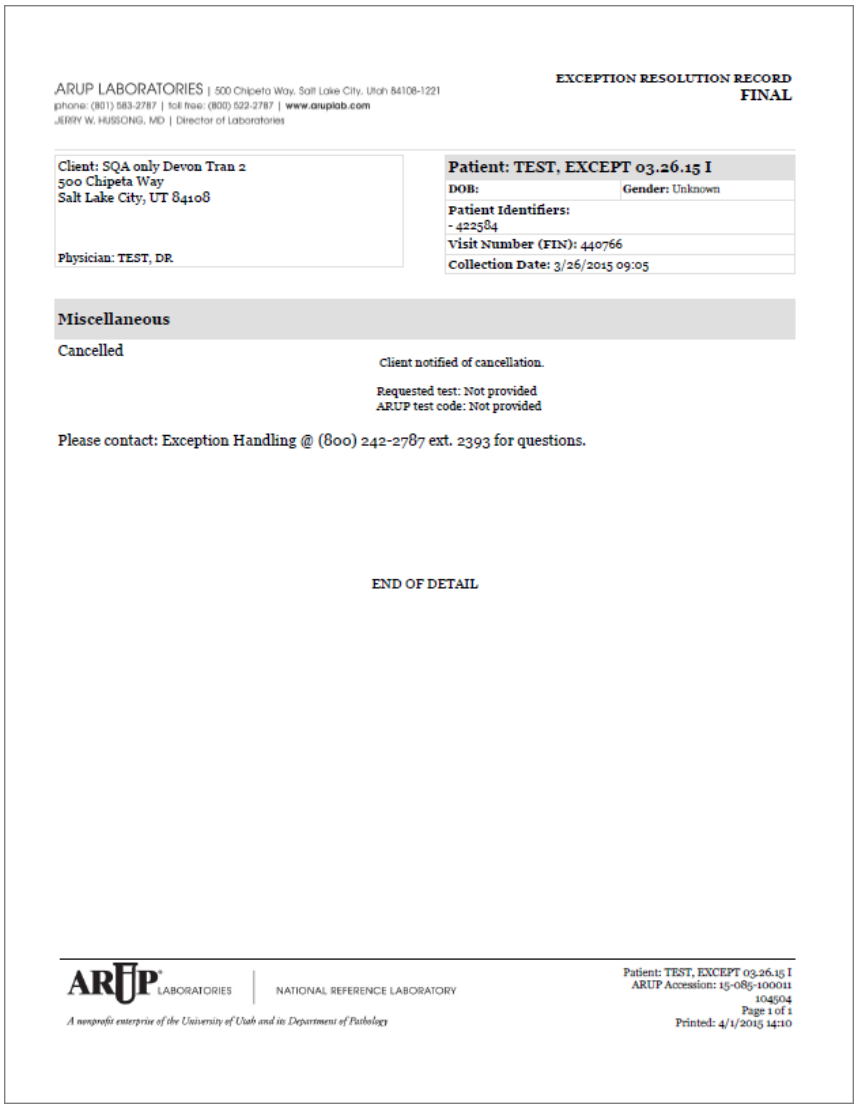

eExcept
Page 1 of 1
ARUP LABORATORIES
500 Chipeta Way, Salt Lake City, Utah 84108-1221
phone: (801) 583-2787 | toll free: (800) 522-2787
fax: (801) 583-2712 | web: www.aruplab.com
CLIA # 46D0523979
CLIA # 46D0678613 (ARUP at UUHSC)
Jerry W. Hussong, MD
Chief Medical Officer and Director of Laboratories
Exception Detail
Patient Name TEST, EXCEPT 03.26.15 H
Date of Birth 1/1/1753 12:00:00 AM
Patient Identifier 422583
Client Order Alias Not Provided
ARUP Accession # 15085100010
Admitting Physician TEST, DR
Client Accession # N/A for Manual Orders
Visit Number (FIN) 440765
Collection Date 3/26/2015 9:04:00 AM
Order Date 3/26/2015 9:23:33 AM
Status RESPONDED
Test # and Name - UNKNOWN
Issue Miscellaneous
Dialog
3/31/2015 10:37:32 AM By ARUP: teset
3/31/2015 10:39:19 AM By: Tran, Devon Client Entered Resolution of:Other (provide details).
3/31/2015 10:39:19 AM By: Tran, Devon test
3/31/2015 11:38:16 AM By: Tran, Devon Client Entered Resolution of:Other (provide details).
Resolution
Other (provide details).
Please contact: Exception Handling @ (800) 242-2787 ext. 2393 for questions.
https://cert-connect.aruplab.com/Except/ExceptionHandling
4/1/2015

Note: The department and contact information listed in the Resolution section is based upon the department that owns that particular test.

Print Resolution Form

The **Print Resolution** button allows you to download the form and print a hard copy of the exception resolution record that is currently displayed. The Print Resolution form is only available for completed exceptions.

Click the **Print Resolution** button to download the form and print the current exception resolution form.



ARUP LABORATORIES | 500 Chipeta Way, Salt Lake City, Utah 84108-1221
phone: (801) 583-2787 | toll free: (800) 522-2787 | www.aruplab.com
JERRY W. HUSSONG, MD | Director of Laboratories

EXCEPTION RESOLUTION RECORD
FINAL

Client: SQA only Devon Tran 2
500 Chipeta Way
Salt Lake City, UT 84108

Physician: TEST, DR.

Patient: TEST, EXCEPT 03.26.15 I
DOB: **Gender:** Unknown
Patient Identifiers:
- 422584
Visit Number (FIN): 440766
Collection Date: 3/26/2015 09:05

Miscellaneous

Cancelled

Client notified of cancellation.

Requested test: Not provided
ARUP test code: Not provided

Please contact: Exception Handling @ (800) 242-2787 ext. 2393 for questions.

END OF DETAIL

ARUP LABORATORIES | NATIONAL REFERENCE LABORATORY
A nonprofit enterprise of the University of Utah and its Department of Pathology

Patient: TEST, EXCEPT 03.26.15 I
ARUP Accession: 15-085-100011
104504
Page 1 of 1
Printed: 4/1/2015 14:10

Note: The department and contact information listed on the form is based upon the department that owns that particular test.

Email Notifications

To receive email notifications for eExcept you will need to set this up under **Email Preferences**.

1. Go to **Account Administration** > **Email Preferences**.
2. Scroll down to **eExcept**.
3. Activate the check box next to the notification you want to receive.
4. Use the drop-down menu to modify the frequency, if desired.
5. Click **Save**.

eExcept
Send a notification when:
a new exception is available after
Every new exception
Every new exception
Every 5 new exceptions
Every 10 new exceptions
Every 20 new exceptions
a new exception has not been op

Visual Notifications

Visual cues display in the Header and Menu items to alert you that new information is available.